

No. : BSNLCO-EBII/24(13)/1/2025-EB-II

Dated: 17-12-2025

**The Chief General Managers,
All Territorial and Non-Territorial Circles,
BSNL.**

Subject: Standard Operating Procedure (SOP) for BSNL Learning & Skill Development portal "BSNL AI Academy".

BSNL Skill Development and Empowerment Policy-2025 "Kaushalam" was launched on 03.04.2025 with the intent to aggressively capture government and corporate skill-development opportunities and convert them into assured revenue for BSNL using a partner-driven, pan-India model.

BSNL further aims to broaden the scope of the Kaushalam Policy by delivering high-quality Skill development Modules in online mode through its Learning & Skill Development platform, "BSNL AI Academy", in collaboration with Kaushalam partners. This unified digital portal will standardize course delivery, enhance learner experience, ensure transparent revenue realization, and enable seamless certification through a centralized BSNL interface.

For smooth implementation of above, a model SOP is prepared to lay down the complete workflow for on boarding Kaushalam partners, configuring and launching courses, granting user access, tracking progress, and managing revenue settlements.

The salient features & work flow in this Standard Operating Procedure (SOP) for BSNL's Learning & Skill Development platform, "BSNL AI Academy", are as below:

(1) Nodal Circle for BSNL AI Academy

Telangana Circle will be the nodal circle for overall development and monitoring of the BSNL Academy web Portal for Learning & Skill Development to streamline customer engagement and service provisioning. The Nodal Circle will monitor all trainings conducted, including learner progress and completion status.

(2) Setting up of BSNL AI Academy web Portal for Learning & Skill Development

- A dedicated BSNL AI Academy web portal (www.bsnlacademy.bsnl.co.in) shall be developed by Nodal Circle for hosting BSNL AI Academy for Learning & Skill Development to integrate Learning Management Systems (LMS) i.e., learning modules of different empanelled Kaushalam Partners **or** in case any Kaushalam partner has an existing portal/LMS developed for BSNL, the complete source code of such existing portal, along with all related documentation, configurations and dependencies, shall be handed over in toto to the authorized person nominated by Telangana Circle. The Telangana Circle team shall review, test and validate the handed-over source code to ensure its functionality, security, maintainability and compliance with applicable BSNL policies, standards and guidelines.
- The security audit of the newly developed BSNL AI Academy portal or any partner-integrated portal/LMS shall be conducted by Telangana Circle in coordination with PGM (Security), BSNL CO, through an authorized/empanelled security auditor, as per applicable BSNL security guidelines.
- The portal will be hosted on BSNL servers and publicly accessible on the Internet.
- The portal will act as a single interface integrating Learning Management Systems (LMS) of various empanelled Kaushalam partners.
- The Portal can have the Links of multiple LMS from multiple Kaushalam partners through BSNL URL link.
- The BSNL AI Academy web portal will have the Links for Kaushalam Partner Learning Modules / courses, along with small summary videos / thumbnails / write-up / Learning objective and

Outcomes / unique features against each course. The BSNL web portal also will have an integrated payment gateway for online contactless payment by potential customers/users.

(3) Kaushalam Partner Onboarding and vetting of courses offered on BSNL AI Academy Portal

- The Kaushalam partner's parent circle will furnish the partner details to the nodal circle along with the courses offered by the Kaushalam partner duly vetted and approved by the respective Circle Head after vetting by its HR Section/ Training Unit i.r.o course content and the course fees.
- The nodal circle will then on-board the Kaushalam partner and configure the courses offered by the Kaushalam partner onto the BSNL AI Academy Portal.

(4) Kaushalam Partner Requirements

- Each Kaushalam partner shall host a separate LMS instance dedicated to BSNL.
- All the courses offered will be provided under the brand name of BSNL only.

(5) Customer Registration & Course Purchase

- Prospective customers/ users (students/institutions/organizations) will register using:
 - a. Email ID
 - b. Mobile number
 - c. OTP verification on both channels
- The users will then create their profile on the BSNL AI Academy Portal.
- Users will log in to the BSNL AI Academy portal using registered email ID and a self-created password.
- Users will browse and select modules/ courses on BSNL AI Academy web portal.
- Users will pay the course fees through the integrated BSNL payment gateway on the BSNL AI Academy web portal.
- On successful payment, the system conveys to the respective Kaushalam partner the user profile and the selected course ID.
- The Kaushalam Partner will create the user in his LMS with user id as e-mail id and password. The Kaushalam partner will activate/ enable the course id for the user for which he has paid the fees and send the activation link for the selected module/ course to the respective user's registered email ID through BSNL AI Academy Portal.
- Once the user clicks the link sent by Kaushalam partner, he is prompted to enter the user credentials and the registered course is open.

(6) Course Access & Progress Tracking

- Users consume content and track their progress on BSNL AI Academy web portal. Course progress will be updated by the partner on the BSNL AI Academy Portal.
- Upon course completion, status is reflected across:
 - BSNL AI Academy web portal
 - Nodal Circle login
 - RTTC login
 - Circle login
 - Kaushalam partner login
- The Nodal Circle shall keep track of all trainings being conducted and their progress.

(7) Certification Process

- RTTC/Circle Training Unit will verify the completion status on the BSNL AI Academy portal.
- RTTC/Circle Training Unit will generate a digitally signed certificate through their portal login.
- The digitally signed certificate will be sent through BSNL AI Academy portal to the user's registered e-mail id.

- The course shall be marked completed and Certificate issued will appear under user's LMS self-care, BSNL AI Academy portal (User / RTTC / Circle / Partner logins)

(8) Revenue Monitoring & Settlement

- The portal shall generate course-wise and partner-wise revenue reports for Nodal Circle & Other Circles.
- Circles will verify revenue report and compute share payable to each partner as per Kaushalam policy.
- Circles will forward the certified revenue share details to their respective accounts wing for processing and payment to the Kaushalam Partner.

(9) Reports

- The Nodal Circle will develop additional reports as required for monitoring and reconciliation.

This is issued with the approval of the competent authority.


(Dinesh Kumar)

AGM EB II

Phone No. 011-23329512

Copy to:

1. PPS to CMD BSNL, for kind information of CMD BSNL.
2. PPS to Director (Enterprise/ CFA/ CM/ HR/ Finance) BSNL, for kind information of Directors.
3. CGMT, Telangana Circle to kindly take action for deployment & launching of BSNL AI Academy portal/Services as directed in VC held on 16 Dec, 2025 with BSNL CO.